HRMS (HCM, BI, Portal) Professional Access Request Process

Agency:

1. Identifies need for new or changed HRMS Professional User Access.

   HRMS Professional Access Request form **is needed** when:

   a. HCM Position needs roles added or removed.

   b. Employee needs BI Access added, updated or removed.

   c. Employee needs temporary Professional HRMS access to perform duties as backup.

   d. Employee transfers to another agency or withdraws from state service and access needs to be removed **prior** to the transfer or separation date.

   e. Employee is changed to Inactive status: follow your agency policy as to whether or not to remove professional access.

   HRMS Professional Access Request form **is not needed** when:

   a. Employee transfers from one professional HCM position to another in the agency.

   b. Employee transfers from professional HCM position to ESSUser position unless BI Access is to be maintained.

   c. New or existing ESSUser employee is assigned to a professional HCM position. This includes employees transferring from another agency.

   d. Employee transfers out of the agency unless access to be removed prior to transfer.

   e. Employee is withdrawn unless access to be removed prior to withdrawal date.

   f. MSS Approver role needs to be assigned to the Manager position (Only for agencies that use ESS Online Leave Tool)

   g. Updates to SNC entry for Single Sign On agencies.

Note: HRMS Central Security performs regular reviews of user accounts. Accounts found that do not meet established security standards will be corrected by HRMS Central Security. Agency Security Requestor(s) will be notified of the changes that were made. An example is if a BI user account or Portal role are deleted because the user no longer has any professional roles assigned.

2. Reviews employee position.

3. Completes the HRMS Professional Access Request form.

   a. If the **same role change** is being made to many positions or employees, complete one form, include in comments "See attached for positions / employees", and send spreadsheet with list of positions or employees to be changed.

b. If not sure what roles to assign review the HRMS Role Definition Handbook, or contact the DES Service Center for assistance from the HRMS Central Security team.

4. Reviews HRMS Professional Access Request form for completeness, accuracy and Segregation of Duties issues.

5. Approves HRMS Professional Access Request form following agency defined approval process.

   a. DES does not verify that the form was approved by the appropriate agency approver. It is assumed the Agency Security Requestors have followed their agency HRMS approval process.

6. HRMS Professional Access Request form is submitted to DES Service Center by an Agency Security Requestor. If the request is an emergency please refer to the Emergency Request Process for the authorized criteria for submitting as an emergency and the process to follow.

   a. The form must be sent from a work e-mail of an Agency Security Requestor who is on the HRMS Central Security approved contact list.

   b. If other Agency Security Requestors or Security Contact Authorizers should be included in e-mail communications, this information must be included in the e-mail request.

   c. The subject line in the e-mail should read – **Professional User Security Request**

DES Service Center:

7. Creates a ticket for HRMS Central Security.

HRMS Central Security:

8. Reviews the HRMS Professional Access Request form:

   a. Received from an approved Agency Security Requestor

   b. Form completeness

   c. Current role assignments for discrepancies

   d. License issues when adding new Professional Users (Appendix A - License Review Process)

9. Contacts Agency Security Requestor if clarification is needed or form is not complete.

   a. If there are any changes to the original request:

      • Agency Security Requestor will send in a revised form **OR**

      • HRMS Central Security will document the changes in the internal comments section with the agreed upon changes and send the updated form back to the agency for their records.

10. Completes the request.

11. E-mails the Agency Security Requestor when the request is complete.

Appendix A – License Review Process

HRMS Central Security:

1. Confirms the number of agency's professional user licenses (HCM + BI).

2. Confirms the agency's license allocation.

3. If the agency is within their license allocation the request will be completed.

   Note: Every six months, HRMS Central Security will audit agency's professional users to identify users who have not logged in during the past 12 months. If users are identified, HRMS Central Security will notify the Agency Security Requestor(s) that we will be removing the roles from positions or deleting the accounts.

If the request brings the agency license count above the number of allocated licenses:

4. Provides the Agency Security Requestor with the following information to help identify possible ways to reduce agency license count:

   a. Logon information for current professional users to help identify users who may not be utilizing their accounts

   b. Double-filled positions that have professional roles assigned

If there are licenses available:

5. May approve access as long as there are excess licenses available with the understanding that these licenses could be removed if future license audits show an overage.

If there are no licenses available:

6. Will review license assignments and work with the agency to try to reduce the number of licenses assigned. If a reduction is not possible, we will attempt to identify allocated licenses that are not being used in other agencies and may ask to delay the requested license assignment.

Agency:

7. Decides to:

   a. Continue with the understanding that these licenses could be removed if future license audits show an overage

   b. Continue and submits an additional request for removal of professional user access

   c. Cancel the request